

2006 M.C. Customer Satisfaction Survey

1. In general, how satisfied or dissatisfied are you with the neighborhood you live in - would you say you are very satisfied, satisfied, dissatisfied, or very dissatisfied?

VERY SATISFIED	43%
SATISFIED	48%
DISSATISFIED	7%
VERY DISSATISFIED	1%
D.K. / REF.	1%

2. And how satisfied or dissatisfied are you with your city or town government? (Are you very satisfied, satisfied, dissatisfied, or very dissatisfied?)

VERY SATISFIED	18%
SATISFIED	61%
DISSATISFIED	10%
VERY DISSATISFIED	2%
D.K. / REF.	9%

3. How satisfied are you with Maricopa County government?

VERY SATISFIED	15%
SATISFIED	65%
DISSATISFIED	9%
VERY DISSATISFIED	1%
D.K. / REF.	10%

4. How satisfied are you with the Arizona State Government?

VERY SATISFIED	13%
SATISFIED	62%
DISSATISFIED	15%
VERY DISSATISFIED	2%
D.K. / REF.	7%

5. What about the public education system in your area - how satisfied or dissatisfied are you with it?

VERY SATISFIED	16%
SATISFIED	33%
DISSATISFIED	17%
VERY DISSATISFIED	5%
D.K. / REF.	29%

11. How much would you say you know about the structure and organization of your county government? Would you say you know very much, much, some, or almost nothing?

VERY MUCH	6%
MUCH	14%
SOME	45%
ALMOST NOTHING	35%

12. In general, how confident do you feel about the job that your county government is doing? Are you very confident, confident, not very confident, or not confident at all in the county government?

VERY CONFIDENT	8%
CONFIDENT	68%
NOT VERY CONFIDENT	15%
NOT AT ALL CONFIDENT	2%
D.K. / REF.	7%

13. How satisfied are you that Maricopa County uses your tax dollars to provide services in a cost-effective manner?

VERY SATISFIED	7%
SATISFIED	58%
DISSATISFIED	19%
VERY DISSATISFIED	3%
D.K. / REF.	13%

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14. How much trust do you have in the county government? Would you say a great deal, some, not much, or none at all?

A GREAT DEAL	15%
SOME	64%
NOT MUCH	13%
NONE AT ALL	4%
D.K. / REF.	4%

15. In general, how would you rate the job that Maricopa County is doing? Would you say it is excellent, good, fair, poor or very poor?

EXCELLENT	9%
GOOD	55%
FAIR	26%
POOR	4%
VERY POOR	2%
D.K. / REF.	4%

16. How would you rate the effectiveness of Maricopa County in telling the public about the services it provides?

EXCELLENT	7%
GOOD	38%
FAIR	27%
POOR	17%
VERY POOR	4%
D.K. / REF.	7%

17. What about the responsiveness of county government, would you say it is excellent, good, fair, poor or very poor?

EXCELLENT	6%
GOOD	41%
FAIR	21%
POOR	10%
VERY POOR	2%
D.K. / REF.	20%

18. Do you think the county should take a bigger role, remain about the same, or take a smaller role in regional issues? (Issues that affect all or most of the cities and towns in the county?)

BIGGER ROLE	42%
REMAIN ABOUT THE SAME	35%
SMALLER ROLE	8%
D.K. / REF.	15%

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31. Do you have access to the Internet from your home?

NO	28%
YES	71%
D.K. / REF.	0%

32. Have you ever accessed the Internet from somewhere else such as work, school, a friend's home, a public library, a government office, or a retail business?

NO	19%
YES	10%
INTERNET AT HOME	71%
D.K. / REF.	0%

33. How often do you use the Internet to find out about something you are interested in? Would you say: almost every day, once or twice a week, once or twice a month, less than once a month, or almost never?

ALMOST DAILY	46%
1-2 WEEK	18%
1-2 MONTH	8%
LESS THAN MONTHLY	2%
ALMOST NEVER	7%
NO INTERNET ACCESS	19%
D.K. / REF.	0%

34. And how often do you use the Internet to conduct personal business such as buying or selling, banking, looking for or applying for a job, or other similar transactions?

ALMOST DAILY	37%
1-2 WEEK	15%
1-2 MONTH	7%
LESS THAN MONTHLY	3%
ALMOST NEVER	18%
NO INTERNET ACCESS	19%
D.K. / REF.	1%

35. Have you ever accessed Maricopa County government's web site, www.maricopa.gov? (How many times?)

NO	33%
ONCE	6%
2 OR 3 TIMES	13%
4 OR 5 TIMES	5%
MORE THAN 5 TIMES	23%
NO INTERNET ACCESS	19%
D.K. / REF.	2%

41. One of the things Maricopa County government does to find out how citizens feel about issues is to have public hearings or forums. Have you ever attended a county sponsored hearing or forum? (How many?)

NO	89%
ONCE	4%
2 OR 3 TIMES	4%
4 OR 5 TIMES	1%
MORE THAN 5 TIMES	2%
D.K./ REF.	0%

42. What (was the issue / were the issues) discussed at the hearing(s) or forum(s) you attended?

TAXES/BUDGET	5%
TRANSPORTATION	11%
FLOOD CONTROL	1%
PLANNING/ZONING	34%
PARKS/RECREATION	2%
JAIL CONSTRUCTION	1%
CRIME;PREVENTION	12%
OTHER	15%
MULTIPLE MENTIONS	1%
DONT KNOW/N.A.	20%

43. Overall, how would you rate the meeting(s) you attended? Would you say excellent, good, fair, poor or very poor?

EXCELLENT	15%
GOOD	44%
FAIR	22%
POOR	10%
VERY POOR	3%
D.K. / REF.	6%

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101. Now I have a few questions about services provided by Maricopa County. First, how satisfied or dissatisfied are you with what Maricopa County Government is doing in the area of Planning & Development for the unincorporated areas in the county? (Would you say very satisfied, satisfied, dissatisfied, or very dissatisfied?)

VERY SATISFIED	5 %	7%
SATISFIED	51%	68%
DISSATISFIED	17%	22%
VERY DISSATISFIED	3%	3%
D.K. / REF.	25%	

201. In the last year have you contacted Maricopa County Planning and Development, the office that issues building permits and conducts building inspections for the unincorporated areas of the county?

NO	90%
YES	10%
D.K. / REF.	0%

- 201a. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?
(ASKED ONLY OF THE 123 RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	24%
WEB ONLY	12%
WEB, VISIT	3%
EMAIL/MAIL ONLY	10%
EMAIL/MAIL, VISIT	1%
EMAIL/MAIL, WEB	1%
PHONE ONLY	33%
PHONE, VISIT	6%
PHONE, WEB	2%
PHONE, WEB, VISIT	2%
PHONE, EMAIL/MAIL	2%
PHONE, EMAIL/MAIL, VISIT	2%
PHONE, EMAIL/MAIL, WEB, VISIT	2%

- 201b. How satisfied or dissatisfied were you with the service you received or information you were able to get?

VERY SATISFIED	28%
SATISFIED	51%
DISSATISFIED	16%
VERY DISSATISFIED	5%
DON'T KNOW/N.A.	

- 201c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	33%
SATISFIED	43%
DISSATISFIED	7%
VERY DISSATISFIED	2%
NO STAFF CONTACT	15%
DON'T KNOW/N.A.	

Maricopa County Customer Satisfaction Survey - 2006

102. How satisfied or dissatisfied are you that the streets and roads that are in Maricopa County but outside city and town boundaries are adequate and properly maintained by the county?

VERY SATISFIED	8%	8%
SATISFIED	59%	66%
DISSATISFIED	19%	21%
VERY DISSATISFIED	4%	4%
D.K. / REF.	10%	

202. Have you been in contact with the Maricopa County Department of Transportation? This is the department responsible for streets and roads in unincorporated areas **NOT** for driver's licenses or vehicle registration.

NO	90%
YES	10%
D.K. / REF.	

- 202a. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?
(ASKED ONLY OF THE 119 RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	15%
WEB ONLY	32%
WEB, VISIT	3%
EMAIL/MAIL ONLY	8%
EMAIL/MAIL, VISIT	1%
EMAIL/MAIL, WEB	2%
PHONE ONLY	34%
PHONE, VISIT	2%
PHONE, WEB	2%
PHONE, WEB, VISIT	2%
PHONE, EMAIL/MAIL	1%

- 202b. How satisfied or dissatisfied were you with the service you received or information you were able to get?

VERY SATISFIED	19%
SATISFIED	61%
DISSATISFIED	15%
VERY DISSATISFIED	4%
DON'T KNOW/N.A.	

- 202c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	20%
SATISFIED	35%
DISSATISFIED	6%
VERY DISSATISFIED	3%
NO STAFF CONTACT	35%
DON'T KNOW/N.A.	1%

Maricopa County Customer Satisfaction Survey - 2006

103. How satisfied or dissatisfied are you that the county has taken adequate steps to ensure safety during major flooding?

VERY SATISFIED	8%	11%
SATISFIED	59%	79%
DISSATISFIED	7%	9%
VERY DISSATISFIED	1%	2%
D.K. / REF.	25%	

203. The Maricopa County Flood Control District?

NO	97%
YES	3%
D.K. / REF.	

203a. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?
(ASKED ONLY OF THE **33** RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	30%
WEB ONLY	12%
EMAIL/MAIL ONLY	3%
PHONE ONLY	33%
PHONE, VISIT	3%
PHONE, WEB	3%
PHONE, WEB, VISIT	6%
PHONE, EMAIL/MAIL	3%
PHONE, EMAIL/MAIL, WEB, VISIT	6%

203b. How satisfied or dissatisfied were you with the service you received or information you were able to get?

VERY SATISFIED	42%
SATISFIED	45%
DISSATISFIED	6%
VERY DISSATISFIED	6%

203c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	36%
SATISFIED	36%
DISSATISFIED	3%
VERY DISSATISFIED	
NO STAFF CONTACT	21%
DONT KNOW/N.A.	3%

Maricopa County Customer Satisfaction Survey - 2006

104. How satisfied or dissatisfied are you with the Maricopa County Library System?

VERY SATISFIED	24%	33%
SATISFIED	46%	63%
DISSATISFIED	2%	3%
VERY DISSATISFIED	0%	1%
D.K. / REF.	27%	

204. Have you visited or been in contact with a Maricopa County Library in the last year? (No. Central Regional on 32nd & Bell, SoEast Regional in Gilbert, Fountain Hills, Litchfield Park, Queen Creek, Sun Lakes, Guadalupe, Laveen, El Mirage, Surprise, Gila Bend, Aguila)

NO	60%
YES	40%
D.K. / REF	

204a. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?
(ASKED ONLY OF THE 468 RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	86%
WEB ONLY	4%
WEB, VISIT	3%
EMAIL/MAIL ONLY	1%
EMAIL/MAIL, WEB, VISIT	0%
PHONE ONLY	3%
PHONE, VISIT	1%
PHONE, WEB, VISIT	0%
PHONE, EMAIL/MAIL	0%
PHONE, EMAIL/MAIL, VISIT	0%
PHONE, EMAIL/MAIL, WEB, VISIT	1%

204b. How satisfied or dissatisfied were you with the service you received or information you were able to get?

VERY SATISFIED	41%
SATISFIED	57%
DISSATISFIED	2%
VERY DISSATISFIED	0%
NO STAFF CONTACT	0%

204c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	45%
SATISFIED	46%
DISSATISFIED	2%
VERY DISSATISFIED	0%
NO STAFF CONTACT	6%
DON'T KNOW/N.A.	0%

307. How much do you agree that county library services are conveniently located and open to the public at times they will most likely be used?

STRONGLY AGREE	14%
AGREE	67%
DISAGREE	3%
STRONGLY DISAGREE	0%
D.K. / REF.	16%

Maricopa County Customer Satisfaction Survey - 2006

105. What about the Maricopa County Parks and Recreation Department? (How satisfied are you with them?)

VERY SATISFIED	25%	31%
SATISFIED	54%	65%
DISSATISFIED	3%	4%
VERY DISSATISFIED	0%	0%
D.K. / REF.	18%	

205. Have you gone to a Maricopa County Park or Recreation Area or contacted them, electronically or by phone?

NO	53%
YES	47%
D.K. / REF.	

205a. How did you contact them, by phone, by email, by visiting their web site, or by visiting a park (or office)?
(ASKED ONLY OF THE **550** RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	91%
WEB ONLY	3%
WEB, VISIT	2%
EMAIL/MAIL ONLY	1%
EMAIL/MAIL, VISIT	0%
EMAIL/MAIL, WEB	0%
EMAIL/MAIL, WEB, VISIT	0%
PHONE ONLY	2%
PHONE, VISIT	1%
PHONE, WEB, VISIT	0%
PHONE, EMAIL/MAIL	0%
PHONE, EMAIL/MAIL, VISIT	0%

205b. How satisfied or dissatisfied were you with the park / recreation area or the service you received or information you were able to get?

VERY SATISFIED	40%
SATISFIED	56%
DISSATISFIED	2%
VERY DISSATISFIED	0%
D.K. / REF.	2%

205c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	32%
SATISFIED	33%
DISSATISFIED	1%
VERY DISSATISFIED	0%
NO STAFF CONTACT	33%
DON'T KNOW/N.A.	0%

308. How much do you agree that county parks and outdoor recreation areas are conveniently located and easy to get to?

STRONGLY AGREE	15%
AGREE	71%
DISAGREE	2%
STRONGLY DISAGREE	0%
D.K. / REF.	13%

309. That the county should be involved in the maintenance and/or preservation of "open space" or undeveloped areas within its boundaries?

STRONGLY AGREE	30%
AGREE	53%
DISAGREE	4%
STRONGLY DISAGREE	1%
D.K. / REF.	12%

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106. What about Maricopa County Stadium District, the county office responsible for the public interest in the Cactus League and Chase Field? (How satisfied are you with them?)

VERY SATISFIED	19%	25%
SATISFIED	50%	67%
DISSATISFIED	5%	7%
VERY DISSATISFIED	1%	2%
D.K. / REF.	26%	

206. Have you attended any baseball games or other events at Chase Field in the last year?

NO	60%
YES	40%
DONT KNOW/N.A.	

- 206a. How satisfied or dissatisfied were you with your experience(s) at the ballpark?
(ASKED ONLY OF THE **466** RESPONDENTS WHO ATTENDED Chase)

VERY SATISFIED	52%
SATISFIED	45%
DISSATISFIED	2%
VERY DISSATISFIED	
D.K. / REF.	0%

- 206b. Did you attend any Cactus League baseball games this year?

NO	88%
YES	12%
D.K. / REF.	

- 206c. How satisfied or dissatisfied were you with your experiences at the ballpark?
(ASKED ONLY OF THE **146** RESPONDENTS WHO ATTENDED CACTUS LEAGUE GAMES)

VERY SATISFIED	60%
SATISFIED	39%
DISSATISFIED	1%
VERY DISSATISFIED	
D.K. / REF.	

- 206d. Did you attend any functions at the Maricopa County Events Center this year?

NO	93%
YES	7%
D.K. / REF.	

- 206e. How satisfied or dissatisfied were you with your experiences at the center?
(ASKED ONLY OF THE **82** RESPONDENTS WHO ATTENDED M.C. EVENTS CENTER)

VERY SATISFIED	51%
SATISFIED	44%
DISSATISFIED	5%
VERY DISSATISFIED	
D.K. / REF.	

Maricopa County Customer Satisfaction Survey - 2006

107. How satisfied or dissatisfied are you with the attention given by the county to air quality concerns?

VERY SATISFIED	8%	9%
SATISFIED	50%	57%
DISSATISFIED	26%	29%
VERY DISSATISFIED	5%	5%
D.K. / REF.	12%	

207a. Have you contacted the department of Air Quality, the office that monitors air pollution?

NO	93%
YES	7%
D.K. / REF.	

207b. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?
(ASKED ONLY OF THE **84** RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	20%
WEB ONLY	32%
WEB, VISIT	1%
EMAIL/MAIL ONLY	13%
EMAIL/MAIL, WEB	1%
PHONE ONLY	25%
PHONE, WEB	2%
PHONE, WEB, VISIT	2%
PHONE, EMAIL/MAIL, WEB	1%
DON'T KNOW/N.A.	1%

207c. How satisfied or dissatisfied were you with the service you received or information you were able to get?

VERY SATISFIED	33%
SATISFIED	48%
DISSATISFIED	12%
VERY DISSATISFIED	5%
D.K. / REF.	2%

207d. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	18%
SATISFIED	31%
DISSATISFIED	7%
VERY DISSATISFIED	2%
NO STAFF CONTACT	40%
DON'T KNOW/N.A.	1%

303. How much do you agree or disagree that the county is doing a good job monitoring air quality?

STRONGLY AGREE	8%
AGREE	58%
DISAGREE	21%
STRONGLY DISAGREE	2%
D.K. / REF.	11%

304. How much do you agree or disagree that the public is adequately informed about pollution issues in the county?

STRONGLY AGREE	10%
AGREE	59%
DISAGREE	19%
STRONGLY DISAGREE	2%
D.K. / REF.	9%

Maricopa County Customer Satisfaction Survey - 2006

- 107a. How satisfied or dissatisfied are you with the attention given by the county to environmental concerns, such as food safety, water pollution and waste disposal?

VERY SATISFIED	12%	13%
SATISFIED	61%	67%
DISSATISFIED	16%	17%
VERY DISSATISFIED	2%	3%
D.K. / REF.	10%	

- 207d. Have you contacted Environmental Services, the office that monitors, water pollution, issues food handler permits and inspects restaurants?

NO	96%
YES	4%
D.K. / REF.	

- 207e. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?
(ASKED ONLY OF THE **43** RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	28%
WEB ONLY	33%
WEB, VISIT	2%
EMAIL/MAIL ONLY	5%
PHONE ONLY	28%
PHONE, EMAIL/MAIL	2%
PHONE, EMAIL/MAIL, WEB	2%

- 207f. How satisfied or dissatisfied were you with the service you received or information you were able to get?

VERY SATISFIED	28%
SATISFIED	47%
DISSATISFIED	14%
VERY DISSATISFIED	7%
D.K. / REF.	5%

- 207g. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	23%
SATISFIED	30%
DISSATISFIED	7%
VERY DISSATISFIED	5%
NO STAFF CONTACT	35%
DON'T KNOW/N.A.	

301. How much do you agree or disagree that restaurants and food stores located in Maricopa County are adequately monitored for food safety?

STRONGLY AGREE	16%
AGREE	60%
DISAGREE	14%
STRONGLY DISAGREE	3%
D.K. / REF.	8%

302. How much do you agree or disagree that the county is doing a good job monitoring water quality?

STRONGLY AGREE	10%
AGREE	62%
DISAGREE	12%
STRONGLY DISAGREE	2%
D.K. / REF.	14%

Maricopa County Customer Satisfaction Survey - 2006

108. How satisfied or dissatisfied are you with the human services provided by the county such as Head Start and Employment Services?

VERY SATISFIED	9%	14%
SATISFIED	43%	68%
DISSATISFIED	10%	15%
VERY DISSATISFIED	1%	2%
D.K. / REF.	37%	

208. Have you been in contact with a county Human Services office such as Head Start or Work Force Development?

NO	94%
YES	6%
D.K. / REF.	

- 208a. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?
(ASKED ONLY OF THE 76 RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	39%
WEB ONLY	12%
WEB, VISIT	1%
EMAIL/MAIL ONLY	9%
EMAIL/MAIL, WEB	1%
PHONE ONLY	21%
PHONE, VISIT	7%
PHONE, WEB	3%
PHONE, WEB, VISIT	1%
PHONE, EMAIL/MAIL, VISIT	3%
PHONE, EMAIL/MAIL, WEB, VISIT	3%

- 208b. How satisfied or dissatisfied were you with the service you received or information you were able to get?

VERY SATISFIED	37%
SATISFIED	50%
DISSATISFIED	9%
VERY DISSATISFIED	4%
D.K. / REF.	

- 208c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	41%
SATISFIED	41%
DISSATISFIED	4%
VERY DISSATISFIED	
NO STAFF CONTACT	14%
DON'T KNOW/N.A.	

Maricopa County Customer Satisfaction Survey - 2006

109. The Public Health Services provided by the county, such as disease control and immunizations?

VERY SATISFIED	13%	17%
SATISFIED	54%	72%
DISSATISFIED	7%	9%
VERY DISSATISFIED	1%	1%
D.K. / REF.	26%	

209. Have you contacted the Public Health Department? Have you called or visited a public health facility for immunizations, birth or death certificates, or disease control OR have you applied for or received nutrition services from a WIC site OR have you visited the Public Health web site to get information?

NO	85%
YES	15%
D.K. / REF.	

209a. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?
(ASKED ONLY OF THE 171 RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	53%
WEB ONLY	5%
WEB, VISIT	1%
EMAIL/MAIL ONLY	5%
EMAIL/MAIL, VISIT	1%
PHONE ONLY	27%
PHONE, VISIT	4%
PHONE, WEB	2%
PHONE, EMAIL/MAIL	1%
PHONE, EMAIL/MAIL, VISIT	1%
PHONE, EMAIL/MAIL, WEB, VISIT	1%

209b. How satisfied or dissatisfied were you with the service you received or information you were able to get?

VERY SATISFIED	40%
SATISFIED	49%
DISSATISFIED	9%
VERY DISSATISFIED	2%
D.K. / REF.	

209c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	40%
SATISFIED	41%
DISSATISFIED	7%
VERY DISSATISFIED	2%
NO STAFF CONTACT	9%
D.K. / REF.	

305. (How much do you agree or disagree) that the public is adequately informed about communicable diseases?

STRONGLY AGREE	8%
AGREE	58%
DISAGREE	16%
STRONGLY DISAGREE	1%
D.K. / REF.	16%

306. That immunizations are available to all county residents especially children? (How much do you agree or disagree?)

STRONGLY AGREE	11%
AGREE	62%
DISAGREE	8%
STRONGLY DISAGREE	1%
D.K. / REF.	18%

307. That WIC nutrition services are available to all women with small children who are in need?

STRONGLY AGREE	10%
AGREE	52%
DISAGREE	7%
STRONGLY DISAGREE	1%
D.K. / REF.	30%

Maricopa County Customer Satisfaction Survey - 2006

110. The animal control and shelter services provided by Maricopa County including spay and neuter services, pet licensing and per adoptions?

VERY SATISFIED	20%	25%
SATISFIED	53%	66%
DISSATISFIED	6%	8%
VERY DISSATISFIED	2%	2%
D.K. / REF.	20%	

210. Have you called or visited a county Animal Control facility, had contact with an animal care & control staff member or visited their web site in the last year? (Have you reported and animal control violation, licensed or adopted a pet, picked up or dropped of a pet, or looked for a lost animal on line or at one of the shelters or adoption centers?)

NO	76%
YES	24%
D.K. / REF.	

- 210a. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?
(ASKED ONLY OF THE **280** RESPONDENTS WHO MADE CONTACT)

FIELD OFFICER	4%
MOBILE TRAILER VISIT	1%
OFFICE VISIT	43%
OFFICE, FIELD OFFICER	1%
WEB	4%
WEB, FIELD OFFICER	1%
WEB, OFFICE	2%
EMAIL/MAIL	6%
EMAIL, FIELD OFFICER	0%
EMAIL, OFFICE	0%
PHONE ONLY	29%
PHONE, FIELD OFFICER	2%
PHONE, OFFICE VISIT	4%
PHONE, OFFICE, FIELD OFFICER	1%
PHONE, WEB	1%
PHONE, WEB, OFFICE	0%
PHONE, EMAIL, VISIT	0%
PHONE, EMAIL, WEB	0%

- 210b. How satisfied or dissatisfied were you with the service you received or information you were able to get?

VERY SATISFIED	36%
SATISFIED	44%
DISSATISFIED	14%
VERY DISSATISFIED	5%
D.K. / REF.	1%

- 210c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	40%
SATISFIED	40%
DISSATISFIED	5%
VERY DISSATISFIED	3%
NO STAFF CONTACT	11%
DON'T KNOW/N.A.	2%

Maricopa County Customer Satisfaction Survey - 2006

311. How many dogs do you or other members of your household own?

NONE	56%
ONE	24%
TWO	15%
THREE	3%
FOUR	1%
FIVE	0%
SIX	0%
SEVEN or MORE	0%
DON'T KNOW/N.A.	0%

312. Number dogs spayed or neutered? (Of **515** households with dogs as pets)

NONE	16%
ONE	50%
TWO	26%
THREE	6%
FOUR	1%
FIVE	0%
SIX	0%
DON'T KNOW/N.A..	1%

313. Number dogs licensed? (Of **515** households with dogs as pets)

NONE	10%
ONE	49%
TWO	29%
THREE	8%
FOUR	1%
FIVE	0%
SEVEN or MORE	0%
DON'T KNOW/N.A.	2%

314. Where did you to get your dog? (The newest one to your household.)

ANIMAL CARE & CONTROL	2%
COUNTY POUND	7%
ANIMAL SHELTER	5%
HUMANE SOCIETY	5%
PETSMART	3%
OTHER PET STORE	7%
NEWSPAPER AD	6%
BREEDER	21%
GIFT / STRAY	33%
DON'T KNOW/N.A.	12%

Maricopa County Customer Satisfaction Survey - 2006

315. How many cats do you or other members of your household own?

NONE	80%
ONE	10%
TWO	6%
THREE	2%
FOUR	1%
FIVE	1%
SIX	0%
DON'T KNOW/N.A.	0%

316. Number cats spayed or neutered? (Of **233** households with cats as pets)

NONE	8%
ONE	45%
TWO	28%
THREE	9%
FOUR	6%
FIVE	3%
SIX	0%
DON'T KNOW/N.A.	1%

317. Number cats licensed? (Of **233** households with cats as pets)

NONE	57%
ONE	22%
TWO	9%
THREE	4%
FOUR	2%
FIVE	1%
SIX	0%
SEVEN or MORE	0%
DON'T KNOW/N.A.	4%

318. Where did you to get your cat? (The newest one to your household.)

ANIMAL CARE & CONTROL	3%
COUNTY POUND	5%
ANIMAL SHELTER	5%
HUMANE SOCIETY	4%
PETSMART	3%
OTHER PET STORE	1%
NEWSPAPER ADD	2%
BREEDER	3%
GIFT / STRAY	62%
DON'T KNOW/N.A.	13%

Maricopa County Customer Satisfaction Survey - 2006

111. How satisfied or dissatisfied are you that the county has taken adequate steps to ensure public safety during a major disaster or terrorist attack?

VERY SATISFIED	9%	13%
SATISFIED	42%	65%
DISSATISFIED	12%	19%
VERY DISSATISFIED	2%	3%
D.K. / REF.	36%	

211. Have you called or visited the Maricopa County Emergency Management Department in the last year?

NO	98%
YES	2%
D.K. / REF.	

- 211a. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?
(ASKED ONLY OF THE **20** RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	20%
WEB ONLY	5%
EMAIL/MAIL ONLY	15%
PHONE ONLY	55%
PHONE, VISIT	5%

- 211b. How satisfied or dissatisfied were you with the service you received or information you were able to get?

VERY SATISFIED	30%
SATISFIED	50%
DISSATISFIED	20%
VERY DISSATISFIED	
D.K. / REF.	

- 211c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	30%
SATISFIED	45%
DISSATISFIED	
VERY DISSATISFIED	
NO STAFF CONTACT	20%
DON'T KNOW/N.A.	5%

327. How much do you agree or disagree that you have a family preparedness plan to assure your safety in the event of a disaster or terrorist attack? (Would you say you strongly agree, agree, disagree or strongly disagree?)

STRONGLY AGREE	9%
AGREE	47%
DISAGREE	30%
STRONGLY DISAGREE	4%
D.K. / REF.	9%

Maricopa County Customer Satisfaction Survey - 2006

112. How satisfied are you with the services provided by the Office of the County Medical Examiner or Coroner?

VERY SATISFIED	6%	12%
SATISFIED	41%	81%
DISSATISFIED	3%	6%
VERY DISSATISFIED	1%	1%
D.K. / REF.	49%	

212. Have you contacted the Office of the Maricopa Medical Examiner (County Coroner)?

NO	98%
YES	2%
D.K. / REF.	

212a. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?
(ASKED ONLY OF THE 27 RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	41%
WEB ONLY	7%
EMAIL/MAIL ONLY	4%
PHONE ONLY	48%

212b. How satisfied or dissatisfied were you with the service you received or information you were able to get?

VERY SATISFIED	26%
SATISFIED	56%
DISSATISFIED	11%
VERY DISSATISFIED	7%

212c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	41%
SATISFIED	37%
DISSATISFIED	7%
VERY DISSATISFIED	7%
NO STAFF CONTACT	7%

Maricopa County Customer Satisfaction Survey - 2006

113. How satisfied or dissatisfied are you with the Justice of the Peace Courts in Maricopa County?

VERY SATISFIED	6%	10%
SATISFIED	47%	76%
DISSATISFIED	7%	12%
VERY DISSATISFIED	2%	3%
D.K. / REF.	38%	

213. Have you been in contact with Justice of the Peace Court?

NO	94%
YES	6%
D.K. / REF	

213a. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?
(ASKED ONLY OF THE 69 RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	77%
WEB ONLY	4%
PHONE ONLY	13%
PHONE, VISIT	4%
PHONE, WEB	1%

213b. How satisfied or dissatisfied were you with the service you received or information you were able to get?

VERY SATISFIED	30%
SATISFIED	41%
DISSATISFIED	22%
VERY DISSATISFIED	7%
D.K. / REF.	

213c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	29%
SATISFIED	45%
DISSATISFIED	10%
VERY DISSATISFIED	7%
NO STAFF CONTACT	6%
D.K. / REF	3%

Maricopa County Customer Satisfaction Survey - 2006

114. Satisfaction with Maricopa County Superior Courts?

VERY SATISFIED	7%	11%
SATISFIED	50%	75%
DISSATISFIED	7%	11%
VERY DISSATISFIED	2%	3%
D.K. / REF.	33%	

214. Contacted Maricopa County Superior Courts?

NO	84%
YES	16%
D.K. / REF.	

214a. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office? (ASKED ONLY OF THE **184** RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	67%
WEB ONLY	7%
WEB, VISIT	2%
EMAIL/MAIL ONLY	6%
EMAIL/MAIL, VISIT	1%
EMAIL/MAIL, WEB, VISIT	1%
PHONE ONLY	9%
PHONE, VISIT	3%
PHONE, WEB	1%
PHONE, WEB, VISIT	2%
PHONE, EMAIL/MAIL	2%
PHONE, EMAIL/MAIL, WEB, VISIT	1%

214b. How satisfied or dissatisfied were you with the service you received or information you were able to get?

VERY SATISFIED	37%
SATISFIED	48%
DISSATISFIED	9%
VERY DISSATISFIED	4%
D.K. / REF.	2%

214c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	40%
SATISFIED	41%
DISSATISFIED	5%
VERY DISSATISFIED	3%
NO STAFF CONTACT	9%
DON'T KNOW/N.A.	1%

Maricopa County Customer Satisfaction Survey - 2006

115. How satisfied or dissatisfied are you with the services provided by the Clerk of the Superior Court, such as providing copies of court records and issuing marriage licenses and passports?

VERY SATISFIED	11%	16%
SATISFIED	52%	77%
DISSATISFIED	4%	6%
VERY DISSATISFIED	1%	1%
D.K. / REF.	32%	

215. Have you called or visited the Office of Clerk of the Superior Court or their web site for court records, information on child support, to obtain a marriage license or to apply for a passport?

NO	85%
YES	15%
DON'T KNOW/N.A.	

- 215a. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?
(ASKED ONLY OF THE **175** RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	45%
WEB ONLY	22%
WEB, VISIT	2%
EMAIL/MAIL ONLY	6%
EMAIL/MAIL, VISIT	2%
EMAIL/MAIL, WEB	2%
PHONE ONLY	14%
PHONE, VISIT	3%
PHONE, WEB	3%
PHONE, WEB, VISIT	1%
PHONE, EMAIL/MAIL	1%
PHONE, EMAIL/MAIL, VISIT	1%

- 215b. How satisfied or dissatisfied were you with the service you received or information you were able to get?

VERY SATISFIED	38%
SATISFIED	43%
DISSATISFIED	14%
VERY DISSATISFIED	5%
DON'T KNOW/N.A.	1%

- 215c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	33%
SATISFIED	35%
DISSATISFIED	8%
VERY DISSATISFIED	3%
NO STAFF CONTACT	
DON'T KNOW/N.A.	21%

Maricopa County Customer Satisfaction Survey - 2006

116. Satisfaction with the Maricopa County Juvenile Detention system?

VERY SATISFIED	4%	8%
SATISFIED	38%	73%
DISSATISFIED	8%	15%
VERY DISSATISFIED	2%	3%
D.K. / REF.	49%	

216. Have you called or visited a Maricopa County Juvenile Detention facility or been in contact with Maricopa County Juvenile Probation and Detention?

NO	96%
YES	4%
D.K. / REF.	

216a. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?
(ASKED ONLY OF THE **50** RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	58%
WEB ONLY	6%
EMAIL/MAIL ONLY	2%
EMAIL/MAIL, WEB	2%
PHONE ONLY	24%
PHONE, VISIT	4%
PHONE, WEB	4%

216b. How satisfied or dissatisfied were you with the service you received or information you were able to get?

VERY SATISFIED	18%
SATISFIED	62%
DISSATISFIED	14%
VERY DISSATISFIED	6%

216c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	26%
SATISFIED	52%
DISSATISFIED	12%
VERY DISSATISFIED	4%
NO STAFF CONTACT	4%
DON'T KNOW/N.A.	2%

Maricopa County Customer Satisfaction Survey - 2006

117. How satisfied are you with Maricopa County's branch of law enforcement and jails, the Sheriff's Office?

VERY SATISFIED	27%	29%
SATISFIED	46%	51%
DISSATISFIED	11%	13%
VERY DISSATISFIED	7%	7%
D.K. / REF.	9%	

217. Have you been in contact with the Sheriff's Office or visited a county jail?

NO	89%
YES	11%
D.K. / REF.	

217a. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?
(ASKED ONLY OF THE **130** RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	52%
WEB ONLY	7%
WEB, VISIT	1%
EMAIL/MAIL ONLY	5%
PHONE ONLY	28%
PHONE, VISIT	3%
PHONE, WEB	1%
PHONE, WEB, VISIT	1%
PHONE, EMAIL/MAIL	2%
PHONE, EMAIL/MAIL, VISIT	2%

217b. How satisfied or dissatisfied were you with the service you received or information you were able to get?

VERY SATISFIED	20%
SATISFIED	44%
DISSATISFIED	21%
VERY DISSATISFIED	13%
D.K. / REF.	2%

217c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	24%
SATISFIED	42%
DISSATISFIED	9%
VERY DISSATISFIED	13%
NO STAFF CONTACT	9%
DON'T KNOW/N.A.	2%

Maricopa County Customer Satisfaction Survey - 2006

118. How satisfied or dissatisfied are you with the manner in which the County Attorney's Office prosecutes criminals?

VERY SATISFIED	12%	15%
SATISFIED	52%	65%
DISSATISFIED	13%	17%
VERY DISSATISFIED	2%	3%
D.K. / REF.	21%	

218. The Office of the Maricopa County Attorney?

NO	97%
YES	3%
D.K. / REF.	

218a. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?
(ASKED ONLY OF THE 41 RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	29%
WEB ONLY	5%
EMAIL/MAIL ONLY	12%
PHONE ONLY	44%
PHONE, VISIT	2%
PHONE, EMAIL/MAIL	2%
PHONE, EMAIL/MAIL, VISIT	2%
PHONE, EMAIL/MAIL, WEB, VISIT	2%

218b. How satisfied or dissatisfied were you with the service you received or information you were able to get?

VERY SATISFIED	17%
SATISFIED	49%
DISSATISFIED	15%
VERY DISSATISFIED	17%
D.K. / REF.	2%

218c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	27%
SATISFIED	44%
DISSATISFIED	7%
VERY DISSATISFIED	7%
NO STAFF CONTACT	12%
DON'T KNOW/N.A.	2%

Maricopa County Customer Satisfaction Survey - 2006

119. What about the defense provided by the Office of the Public Defender, Legal Defender, Legal Advocate, or Contract Counsel?

VERY SATISFIED	6%	11%
SATISFIED	39%	71%
DISSATISFIED	7%	13%
VERY DISSATISFIED	3%	5%
D.K. / REF.	45%	

219. Have you contacted the Office of the Indigent Representation?

NO	96%
YES	4%
D.K. / REF	

219a. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?
(ASKED ONLY OF THE **46** RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	30%
WEB ONLY	2%
EMAIL/MAIL ONLY	4%
PHONE ONLY	54%
PHONE, VISIT	4%
PHONE, EMAIL/MAIL	4%

219b. How satisfied or dissatisfied were you with the service you received or information you were able to get?

VERY SATISFIED	22%
SATISFIED	48%
DISSATISFIED	17%
VERY DISSATISFIED	11%
	2%

219c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	20%
SATISFIED	59%
DISSATISFIED	4%
VERY DISSATISFIED	9%
NO STAFF CONTACT	9%

Maricopa County Customer Satisfaction Survey - 2006

119a. How satisfied are you with the supervision of offenders provided by probation officers?

VERY SATISFIED	5%	9%
SATISFIED	34%	62%
DISSATISFIED	14%	25%
VERY DISSATISFIED	2%	4%
D.K. / REF.	45%	

219d. Have you contacted, or have you been contacted by, the Maricopa County Adult Probation Department?

NO	96%
YES	4%
D.K. / REF.	

219e. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?
(ASKED ONLY OF THE **48** RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	29%
WEB ONLY	2%
EMAIL/MAIL ONLY	10%
PHONE ONLY	44%
PHONE, VISIT	10%
PHONE, EMAIL/MAIL	2%
PHONE, EMAIL/MAIL, VISIT	2%

219f. How satisfied or dissatisfied were you with the service you received or information you were able to get?

VERY SATISFIED	27%
SATISFIED	54%
DISSATISFIED	15%
VERY DISSATISFIED	2%
D.K. / REF.	2%

219g. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	29%
SATISFIED	46%
DISSATISFIED	13%
VERY DISSATISFIED	2%
NO STAFF CONTACT	10%
D.K. / REF.	

Maricopa County Customer Satisfaction Survey - 2006

120. How satisfied are you that the values of property and homes in the County are fairly assessed for taxing purposes?

VERY SATISFIED	7%	9%
SATISFIED	60%	70%
DISSATISFIED	16%	18%
VERY DISSATISFIED	3%	3%
D.K. / REF.	13%	

220. Have you called or visited the County Assessor's Office or visited their web site?

NO	87%
YES	13%
D.K. / REF.	

220a. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?
(ASKED ONLY OF THE **148** RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	11%
WEB ONLY	55%
WEB, VISIT	2%
EMAIL/MAIL ONLY	13%
EMAIL/MAIL, VISIT	1%
EMAIL/MAIL, WEB	1%
PHONE ONLY	10%
PHONE, VISIT	3%
PHONE, WEB	5%
PHONE, EMAIL/MAIL	1%

220b. How satisfied or dissatisfied were you with the service you received or information you were able to get?

VERY SATISFIED	31%
SATISFIED	59%
DISSATISFIED	5%
VERY DISSATISFIED	4%
DON'T KNOW/N.A.	1%

220c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	17%
SATISFIED	22%
DISSATISFIED	0%
VERY DISSATISFIED	1%
NO STAFF CONTACT	60%
DON'T KNOW/N.A.	1%

Maricopa County Customer Satisfaction Survey - 2006

121. What about the services provided by the County Recorder in recording and maintaining public records?

VERY SATISFIED	10%	13%
SATISFIED	62%	81%
DISSATISFIED	4%	5%
VERY DISSATISFIED	1%	1%
D.K. / REF.	24%	

221. What about the Office of County Recorder, have you called or visited this office or web site

NO	91%
YES	9%
D.K. / REF.	

221a. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?
(ASKED ONLY OF THE **107** RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	23%
WEB ONLY	46%
WEB, VISIT	5%
EMAIL/MAIL ONLY	9%
EMAIL/MAIL, VISIT	2%
EMAIL/MAIL, WEB	1%
PHONE ONLY	7%
PHONE, VISIT	1%
PHONE, WEB	3%
PHONE, EMAIL/MAIL	2%
PHONE, EMAIL/MAIL, WEB	1%

221b. How satisfied or dissatisfied were you with the service you received or information you were able to get?

VERY SATISFIED	34%
SATISFIED	58%
DISSATISFIED	6%
VERY DISSATISFIED	3%
DON'T KNOW/N.A.	

221c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	22%
SATISFIED	22%
DISSATISFIED	5%
VERY DISSATISFIED	1%
NO STAFF CONTACT	49%
DON'T KNOW/N.A.	1%

Maricopa County Customer Satisfaction Survey - 2006

121a. What about the maintenance of voter registration information and the conducting of elections in the county?

VERY SATISFIED	14%	16%
SATISFIED	66%	76%
DISSATISFIED	6%	7%
VERY DISSATISFIED	1%	1%
D.K. / REF.	13%	

221d. What about the Elections Department, have you called or visited this office or web site

NO	88%
YES	12%
D.K. / REF.	

221e. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?
(ASKED ONLY OF THE **144** RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	15%
WEB ONLY	28%
EMAIL/MAIL ONLY	27%
EMAIL/MAIL, WEB	1%
PHONE ONLY	26%
PHONE, VISIT	1%
PHONE, WEB	2%
PHONE, EMAIL/MAIL	1%

221f. How satisfied or dissatisfied were you with the service you received or information you were able to get?

VERY SATISFIED	44%
SATISFIED	53%
DISSATISFIED	1%
VERY DISSATISFIED	1%
DON'T KNOW/N.A.	1%

221g. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	25%
SATISFIED	23%
DISSATISFIED	
VERY DISSATISFIED	1%
NO STAFF CONTACT	50%
DON'T KNOW/N.A.	1%

Maricopa County Customer Satisfaction Survey - 2006

122. Services provided by the County Treasurer?

VERY SATISFIED	4%	7%
SATISFIED	54%	88%
DISSATISFIED	3%	5%
VERY DISSATISFIED	0%	0%
D.K. / REF.	39%	

222. What about the Office of the County Treasurer?

NO	96%
YES	4%
D.K. / REF.	

222a. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office? (ASKED ONLY OF THE 42 RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	17%
WEB ONLY	31%
WEB, VISIT	2%
EMAIL/MAIL ONLY	14%
EMAIL/MAIL, WEB	2%
PHONE ONLY	19%
PHONE, WEB	7%
PHONE, EMAIL/MAIL	5%
PHONE, EMAIL/MAIL, WEB	2%

222b. How satisfied or dissatisfied were you with the service you received or information you were able to get?

VERY SATISFIED	40%
SATISFIED	52%
DISSATISFIED	5%
VERY DISSATISFIED	2%

222c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	26%
SATISFIED	26%
DISSATISFIED	5%
NO STAFF CONTACT	40%
D.K. / REF.	2%

Maricopa County Customer Satisfaction Survey - 2006

123. Services provided by the County Superintendent of Schools?

VERY SATISFIED	5%	8%
SATISFIED	47%	68%
DISSATISFIED	14%	21%
VERY DISSATISFIED	2%	3%
D.K. / REF.	32%	

223. And have you contacted the County Superintendent of Schools either electronically, by phone or in person?

NO	96%
YES	4%
D.K. / REF.	

223a. How did you contact them, by phone, by email, by visiting their web site, or by visiting an office?
(ASKED ONLY OF THE 42 RESPONDENTS WHO MADE CONTACT)

VISIT ONLY	29%
WEB ONLY	21%
EMAIL/MAIL ONLY	7%
EMAIL/MAIL, WEB	2%
PHONE ONLY	31%
PHONE, VISIT	2%
PHONE, WEB	5%
PHONE, EMAIL/MAIL, VISIT	2%
NO CONTACT	

223b. How satisfied or dissatisfied were you with the service you received or information you were able to get?

VERY SATISFIED	14%
SATISFIED	50%
DISSATISFIED	31%
VERY DISSATISFIED	5%

223c. How satisfied or dissatisfied were you with the courtesy, respect, and attitude of the staff?

VERY SATISFIED	17%
SATISFIED	38%
DISSATISFIED	14%
VERY DISSATISFIED	5%
NO STAFF CONTACT	26%
D.K. / REF.	

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321. For the next few questions we need you to think about your own personal safety. How safe or unsafe do you feel in your own neighborhood **during the day**; do you feel very safe, safe, unsafe or very unsafe?

VERY SAFE	49%
SAFE	44%
NEUTRAL	1%
UNSAFE	4%
VERY UNSAFE	1%
DON'T KNOW/N.A.	1%

322. And how safe or unsafe do you feel in your neighborhood **after dark**?

VERY SAFE	32%
SAFE	46%
NEUTRAL	3%
UNSAFE	15%
VERY UNSAFE	4%
DON'T KNOW/N.A.	1%

323. And overall how safe or unsafe do you feel living in Maricopa County?
(Do you feel very safe, safe, unsafe or very unsafe?)

VERY SAFE	21%
SAFE	62%
NEUTRAL	5%
UNSAFE	9%
VERY UNSAFE	1%
DON'T KNOW/N.A.	2%

324. Would you say you feel much safer, safer, about the same, less safe, or much less safe living in Maricopa County **now** than you did a year ago?

MUCH SAFER	4%
SAFER	8%
ABOUT THE SAME	53%
LESS SAFE	29%
MUCH LESS SAFE	2%
DON'T KNOW/N.A.	4%

325. And would you say the amount of **violent** crime in Maricopa County has increased a lot, increased a little, stayed about the same, decreased a little, or decreased a lot in the last year?

INCREASED A LOT	36%
INCREASED A LITTLE	28%
REMAINED ABOUT SAME	22%
DECREASED A LITTLE	3%
DECREASED A LOT	0%
DON'T KNOW/N.A.	10%

326. And what about the amount of **property** crime in Maricopa County? (Have property crimes increased a lot, increased a little, stayed about the same, decreased a little, or decreased a lot in the last year?)

INCREASED A LOT	26%
INCREASED A LITTLE	26%
REMAINED ABOUT SAME	26%
DECREASED A LITTLE	3%
DECREASED A LOT	0%
DON'T KNOW/N.A.	19%